

REGISTER OF MILITARY FAMILY SUPPORT SERVICES IN HAWAII

DEPARTMENT OF THE ARMY

Tripler Army Medical Center
Hawaii 96859-5000

I. AID AND RELIEF SOCIETIES

PROGRAMS

POPULATION SERVED

ARMY EMERGENCY RELIEF

NOT AVAILABLE AT THIS LOCATION

PLEASE SEE

Location: Fort Shafter

Bldg. S-330

Phone: (808) 438-9285

(ARMY COMMUNITY SERVICE CENTER)

Active duty and retired
army service members,
family members, widow(er)
and orphans of deceased
soldiers.

PROGRAMS

POPULATION SERVED

AMERICAN RED CROSS

Phone: 433-6631/6632

Location: TRIPLER ARMY MEDICAL CENTER

Floor 1A - Room 101A

Honolulu, HI 96859

All active duty and retired military
members and their dependents
stationed or living in Hawaii; and
all active duty or retired in-patient
or out-patient personnel and their
dependents living outside of
Hawaii but in this area for
treatment.

PROGRAM DESCRIPTION/SERVICES PROVIDED

The American Red Cross at Tripler Medical Center provides and administers adult and youth volunteer services and programs. Approximately 150 volunteers perform services throughout the hospital in such areas as Medical Records, Pharmacy, Occupational Therapy, the library and other wards and clinics.

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I. AID AND RELIEF SOCIETIES CONT'D

PROGRAMS

POPULATION SERVED

AMERICAN RED CROSS CONT'D.

PROGRAM DESCRIPTION/SERVICES PROVIDED

HIGH PROFILE PROGRAM:

Animal Bonding Program – allows volunteers to bring their pets onto the wards, clinics and waiting rooms for informal visits with patients. This interaction has proven to be most beneficial in the recovery process of many patients. All animals are screened by the Veterinary Services and must pass strict behavioral and physical standards to qualify for the program. For further details contact our office at 433-6631/6632.

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II. ARMED SERVICES YMCA PROGRAMS

In Collaboration with the Joint New Parent Support Program Hawaii (see page 26)

Tel: 433-1604

PROGRAMS

POPULATION SERVED

All military personnel and their families.

PROGRAM DESCRIPTION/SERVICES PROVIDED

Welcome Baby provides outreach services to expectant or new parents to help with issues or concerns related to pregnancy, parenthood and changing family dynamics.

SEE DEPARTMENT OF THE ARMY AT SCHOFIELD BARRACKS, WHEELER ARMY AIRFIELD, ALIAMANU MILITARY RESERVATION AND FT. SHAFTER FOR ADDITIONAL PROGRAMS.

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III. CHAPLAIN CORPS

<u>PROGRAMS</u>	<u>POPULATION SERVED</u>
<u>TRIPLER ARMY MEDICAL CENTER</u> <u>CHAPEL (TAMC)</u> Phone: 433-5727 Location: 3rd Floor, D Wing	Active duty members of all services and their families, retired members and their families, Trust Territories patients, veterans, and staff members of Tripler Medical Center.

PROGRAM DESCRIPTION/SERVICES PROVIDED

Members of the Department of Ministry and Pastoral Care Unit Ministry Team visit TAMC patients and their family members during the patient's hospital stay. A duty chaplain is also available after normal duty hours to respond to patient or family member spiritual needs. TAMC medical and nursing personnel will assist the patient or family member in contacting the chaplain.

Protestant chaplains conduct General Protestant Worship services each Sunday at 0900 in the TAMC chapel, D Wing 3rd floor and a daily Devotion Service at 1200 in the Meditation Chapel, A Wing, 6th floor. Chaplains also offer an Interfaith Bible Study on Thursdays at 1600 in the Meditation Chapel. Baptismal, marriage and memorial services are available upon request. Special seasonal services are also conducted throughout the year.

Daily Mass is offered Monday through Friday at 1200 in Blessed Sacrament Chapel, D wing, 3rd floor. Masses are also conducted at 1700 on Saturdays and 1100 on Sundays in the adjacent TAMC chapel. Confessions and Sacraments are available upon request. Special seasonal services are conducted throughout the year and pastoral counseling is also available upon request.

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IV. CHILD DEVELOPMENT

PROGRAMS

POPULATION SERVED

TAMC KEIKI CO-OP/GROUP HOME

Phone: 433-1770

Location: Wing 1E

Children ages 6 weeks to 12 years who are the dependents of any active duty or civilian employee of Tripler Army Medical Center (TAMC).

PROGRAM DESCRIPTION/SERVICES PROVIDED

The Keiki Co-Op/Group Home is a non-profit cooperative providing child care to the employees of TAMC. Parents agree to perform 4-6 hours of volunteer time per month at the center, and must undergo the same background screen as the providers. This screening includes checking for history of child or spouse abuse, drug or alcohol abuse or conviction of a felony. Parents attend a four hour class, must have a current First Aid and Child CPR card and proof of a negative PPD. A Parent Advisory Council sets fees, coordinates fund raising events and establishes policies. Meals are provided for all children over 12 months old for a minimum cost; formula and infant food is provided by the parents.

The fees and variable volunteer hours vary depending on the care required. Provider to child ratios are 1:3 for children under three years old and 1:6 for multi-age children. The hours of operation are currently 0630 - 2400 Monday through Friday, however weekends and midnights are available when there is a need.

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V. YOUTH ACTIVITIES

NONE AVAILABLE AT THIS LOCATION

SEE FT SHAFTER, ALIAMANU MILITARY RESERVATION, SCHOFIELD BARRACKS
AND WHEELER ARMY AIRFIELD.

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VI. FAMILY SUPPORT SERVICES

<u>PROGRAMS</u>	<u>POPULATION SERVED</u>
<u>JOINT NEW PARENT SUPPORT PROGRAM</u> Phone: 808-433-4864 Location: Butler Bldg. 9	Hawaii active duty and retired personnel of all armed services and their dependents.

PROGRAM DESCRIPTION/SERVICES PROVIDED

The Joint New Parent Support Program is a home visitation Nursing Program under the direction of Community Health Nursing, Department of Preventive Medicine, Tripler Army Medical Center, servicing all military families in Hawaii. Services are provided to prenatal and postpartum families who have been identified as at risk for the "potential" for child abuse and neglect. The intervention package includes information and support on: prenatal health, newborn assessment, infant health, immunizations, breastfeeding, growth and development, safety, nurturing, parenting, domestic violence, substance abuse, and health promotion and wellness. All first time low risk families who need extra help with their pregnancy are also contacted and visited in the home by paraprofessionals. The Joint New Parent Support Program is a comprehensive primary and secondary prevention program and is not intended for families already in tertiary intervention programs.

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VI. FAMILY SUPPORT SERVICES CONT'D

<u>PROGRAMS</u>	<u>POPULATION SERVED</u>
<u>SOCIAL WORK SERVICES</u> Phone: 433-6606 Location: B Wing, 2nd Floor	Active duty military and their families. Retired military and their families.

PROGRAM DESCRIPTION/SERVICES PROVIDED

The Social Work Services available at Tripler Medical Center are comprised of two sections: Discharge Planning and Family Advocacy. A referral to Social Work Services can be made via consultation, in person, or by calling 433-6606.

The purposes of the Discharge Planning services (available primarily to inpatients and their family members) consist of crisis intervention and emotional support, facilitating transition from acute care to post-hospital setting, ensuring continuing care needs are met and post-hospital care and services. The discharge planning teams cover various wards of the hospital and provide referrals for home health nursing, rehabilitation services, equipment, nursing homes, etc.

The Family Advocacy Services provide a resource to facilitate safety for victims and family members involved in violence. This is done by assessing all reports of child abuse and neglect and spouse abuse, providing treatment for both victims and perpetrators, and providing services to individuals and families who may be at risk for abuse or neglect. Some treatment programs that are available include group therapy, individual therapy, marital counseling and family therapy.

The Army Family Advocacy Case Review Committee (FACRC) is a multidisciplinary team that coordinates medical, legal, law enforcement, social service assessment, identification, investigation and treatment functions and command intervention from the initial report of spouse or child abuse to case closure. The FACRC meets regularly at Tripler Medical Center to review reports of spouse and child maltreatment which occur within its catchment area. The FACRC develops a treatment plan for delivery of necessary services to ensure the safety of the abused child or spouse. FACRC points of contact may be reached during duty hours by telephoning 433-6606.

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VII. HEALTH SERVICES

<u>PROGRAMS</u>	<u>POPULATION SERVED</u>
<u>CENTRAL APPOINTMENT SYSTEM</u> Phone: 433-2778	All active duty and retired military personnel and their families, veterans, residents of the Trust Territories of the Pacific.
<u>INFORMATION DESK</u> Phone: 433-6661	
<u>PATIENT REPRESENTATIVE</u> Phone: 433-6336 Location: 4th Floor, G-Wing	
<u>EMERGENCY ROOM (Receptionist)</u> Phone: 433-6629	
<u>RAPE CRISIS PROGRAM</u> Phone: 433-6629 or 433-6606 (Social Work Department)	

PROGRAM DESCRIPTION/SERVICES PROVIDED

Located eight miles from Waikiki, Tripler Army Medical Center is the largest military medical treatment facility in the Pacific, and the only Army Medical Center not located on the United States Mainland. Tripler provides a full range of health services on both an in-patient and out-patient basis. In-patient services include emergency room, medical, surgical, obstetric and gynecology, pediatrics, radiology and psychiatric treatment. This 358-bed hospital routinely provides outpatient and inpatient care to 44,000 active duty beneficiaries, 63,000 family members, 10,000 retirees, 23,000 family members of retirees, and 120,000 beneficiaries of the Department of Veteran's Affairs.

Tripler's service region includes Hawaii, Johnston Atoll, Guam, Eniwetok, Kwajalein, various Pacific Island governments and American Samoa. Tripler Army Medical Center also provides services such as pharmacy, library, post exchange, post office, barber shop, laundry service, optical shop, fitness center, banking, bus shuttle, travel agency, community club, florist, dining facility, chapel, and snack bar.

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VII. HEALTH SERVICES CONT'D

PROGRAM DESCRIPTION/SERVICES PROVIDED

This medical treatment facility is also a major teaching center that provides graduate training programs in medicine, general surgery, otolaryngology, orthopedic surgery, psychiatry, pediatrics, obstetrics and gynecology, radiology, pathology, urology, transitional year, oral surgery, hospital administration and anesthesiology nursing. Fellowships are conducted in child psychiatry, pediatric infectious disease, and alcohol and drug studies. Tripler also administers and supervises affiliation programs with accredited universities, including the University of Hawaii, in numerous clinical specialties. Tripler is an integral part of the John A. Burns School of Medicine at the University of Hawaii.

Active Duty personnel are enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) when they enter active duty. However, to enroll family members there must be legal documentation presented. Active Duty members can update the status of family members by presenting such legal documents as marriage certificates, birth certificates or adoption papers at their local Military Personnel Office. If this is not done, family members may be denied health benefits other than emergency care. All newborns should be on DEERS as soon as possible after birth. If you have any question about DEERS, call 433-5746 or 1-800-527-5602.

The Rape Crisis Program is administered by the Emergency Department and was established in an effort to reduce the emotional trauma undergone by sexual assault victims. A multidisciplinary approach is utilized to treat the victim in a comprehensive yet sensitive and protective manner. Twenty-four hour Emergency Room Crisis Intervention counseling is provided for all reported and suspected sexual assault cases, regardless of the victim's age or sex. Follow up and continued counseling for the victim and family members is provided by a professional social worker or psychiatrist or by CHAMPUS referral. The services provided are medical examinations and treatment for injuries, laboratory collection of evidence of sexual assault, law enforcement investigation of the incident, and counseling and referral service.

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VII. HEALTH SERVICES CONT'D

Tripler's Central Appointment System enables a patient to make appointments for a number of different clinics with one phone call by calling 433-2778. Hours of operation are from 7:30 am - 4:30 pm, Monday through Friday. Busy times for operators are 7:30 am - 9:00 am and 11:00 - 2:00 pm on Mondays, Tuesdays and after holidays. The Central Appointment System is closed on Saturday, Sunday and all federal holidays. Patients should have their sponsor's Social Security Number and other required DEERS information available when calling for an appointment. Patients should not walk into clinics without an appointment, except for emergencies or in announced walk-in clinics. Patients should call their primary care clinic appointment lines for Primary Care Manager appointments.

The Tripler Emergency Room provides services 24 hours a day, seven days a week. Emergency medical treatment is also provided to civilians who present life or limb-threatening injuries. Schofield Barracks Acute Care Clinic hours are 0600-2100 seven days a week.

Sixty-six clinics are located throughout Tripler. The hours are from 0800 to 1630, Monday through Friday. Tripler also operates the US Army Health Clinic at Schofield Barracks and a clinic at Pohakuloa Training Area on the Big Island.

The Blood Bank provides a complete range of donor center and transfusion services and is located on Wing 2A, Room 207. Donations include regular blood units, self directed units for anticipated surgeries, and individual platelet collections. The demand is always high for blood and blood products. The Tripler Donor Center's phone # is 433-6195.

The Beneficiary Counseling and Assistance Coordinator (BCAC) is available to provide advice and counseling regarding health benefits and benefit options available from military facilities, federally funded health programs, state and county programs, and other sources. This advice is given to military personnel, their family members, retired service personnel and their families. Included in the above program are the following: TRICARE (CHAMPUS) STANDARD, TRICARE (CHAMPUS) PRIME, TRICARE (CHAMPUS) EXTRA, PROGRAM FOR THE HANDICAPPED, MEDICARE, MEDICAID and the DENTAL INSURANCE PLAN.

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VII. HEALTH SERVICES CONT'D

TRICARE SERVICE CENTER (TSC) is your first stop for advice and counseling on TRICARE issues and claims. All Tricare Prime transfers and enrollments must go through the Tricare Service Center. Contact the TRICARE Service Center at 1-800-242-6788.

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VII. HEALTH SERVICES CONT'D

<u>PROGRAMS</u>	<u>POPULATION SERVED</u>
<u>TRI-Service Addictions Recovery Facility (TRI-SARF)</u> Phone: 433-6098 Location: Tripler Army Medical Center	Treatment priority is given to active duty military personnel, family members of active duty personnel, retirees and their family members and DoD eligible civilians.

PROGRAM DESCRIPTION/SERVICES PROVIDED

TRI-SARF provides addictions treatment for all TRI-Care beneficiaries, ages 18-64 IAW the American Society of Addiction Medicine, Patient Placement Criteria 2 and DoD HA Policy 9700029. TRI-SARF offers an intensive out-patient treatment along a continuum that emphasizes individualized patient care and a variable length of stay in the most appropriate/least restrictive treatment setting. The goal of treatment is abstinence from alcohol and/or drugs. The program is multi-modal and consists of psycho-educational classes, group therapy, individual and may involve couple or family therapy. Physical conditioning and experiential meditation is another integral part of the program. Special emphasis is placed on attending fellowship meetings provided by Alcoholics Anonymous (AA) or Narcotics Anonymous (NA).

The purpose of the program is to provide an intensive out-patient rehabilitation treatment opportunity for those individuals suffering from chemical addiction disorders. The average length of stay is four weeks but patients may be required to stay a shorter or longer period of time based on individual circumstances. TRI-SARF's treatment philosophy is based on the bio-psychosocial model which encompasses the biological, psychological, social, and spiritual aspect of a person's life. TRI-SARF views addiction as a disease characterized by the repetitive, compulsive use of mood altering substances. Addictive illnesses is treatable but recovery is a continuous process that requires formal treatment and a commitment to self-help for continued abstinence and sobriety.

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VII. HEALTH SERVICES CONT'D

PROGRAMS

POPULATION SERVED

TRI-Service Addictions Recovery Facility (TRI-SARF) CONT'D

TRI-SARF directs a treatment course that helps the patient achieve the following:

- Dissolution of denial and acceptance of addiction as a disease.
- Awareness of how addiction has affected the patient's life and the life of his significant others
- Sobriety that is structured in every facet of the patient's life
- An understanding of relapse and how to prevent it
- The importance of self-help through fellowship with others who are recovering from addiction

Access to the TRI-SARF intensive out-patient treatment program is relatively simple. Referrals come from any of the following: local base substance abuse treatment programs, i.e. ADAPCP, ADAPT, SACC, or CAAC; direct referral from a hospital unit; or referral after a consultation with a Consult/liaison Nurse. Individuals will be evaluated for admission based upon a comprehensive review of present and past history, determination of the appropriate level of care and pursuit of TRI-SARF admission. Patients must be ambulatory and have no chronic or acute physical problems that would require concurrent treatment in other hospital clinics in conflict with the TRI-SARF treatment schedule.

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VIII. LEGAL SERVICES

PROGRAMS

POPULATION SERVED

LEGAL SERVICES

Phone: 433-5311

Location: Room 1A303

across from the Kyser Conference Room

The Tripler legal office serves the command, staff and patients at Tripler.

PROGRAM DESCRIPTION/SERVICES PROVIDED

The office is open from 0800 – 1400, Monday through Friday for routine customer service. The office closes at 1100 on Wednesdays to see Will appointments. Limited legal assistance available:

- a. Wills
- b. Powers of Attorney
- c. Living Wills
- d. Legal advice on standards of conduct, ethics, and professional matters.
- e. Pre-adoptive medical care assistance.
- f. Attorney referral.
- g. Schofield Barracks (655-8607/8608) offers full service legal assistance.